



## North Carolina Department of Health and Human Services

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### MEMORANDUM

**TO:** Legislative Oversight Committee Members  
Local CFAC Chairs  
NC Council of Community Programs  
County Managers  
State Facility Directors  
LME Board Chairs  
Advocacy Organizations  
MH/DD/SAS Stakeholder Organizations

Commission for MH/DD/SAS  
State CFAC  
NC Assoc. of County Commissioners  
County Board Chairs  
LME Directors  
DHHS Division Directors  
Provider Organizations  
NC Assoc. of County DSS Directors

**FROM:** Dr. Craig L. Gray  
Leza Wainwright

**SUBJECT:** Special Implementation Update #67: **Psychosocial Rehabilitation Service Providers Only**; Revised Person Centered Plan Format, Including the One Page Profile

#### **Revised Person Centered Plan Format, Including the One Page Profile**

This special Implementation Update is applicable *only for providers of Psychosocial Rehabilitation (PSR) services*. It outlines the requirements for use of the new Person-Centered Plan (PCP) format for PSR providers who, based on earlier changes in policy, are now required to write and implement PCPs. **Information on use of the new PCP format for all other service providers who are required to complete PCPs will be found in the regular February Implementation Update.**

The redesigned PCP is accompanied by an interim Instruction Manual. The manual is "interim" as there will be continued development throughout the next month to add detail and clarification in some areas. There is also a webcast in development that will be made available as soon as possible to meet the requirement for PCP Elements Training.

For those who are familiar with the current PCP format, you will find the new design is greatly simplified and reduced. The motivation for the redesign was to lessen the burden on service providers by reducing both paperwork and duplication of effort, while not forfeiting our philosophical commitment to person-centered planning.

The new PCP format includes:

- One Page Profile
- Action Plan
- Crisis Plan
- Signature Page

**All parts of all sections listed above must be complete or PCPs will be returned as “unable to process” by ValueOptions.**

With the implementation of the new PCP, there will be **no use of an Introductory PCP** for consumers new to the system. The dates listed below for beginning use of the new form also signify the date for no longer using the Introductory PCP. For PSR providers, submission of a prior authorization request with an Introductory PCP on or after February 1, 2010 will be returned by ValueOptions as Unable to Process.

**For PSR Services Only**

Beginning February 1, 2010, the new format found here: <http://www.ncdhhs.gov/mhddsas/pcp.htm>, must be used **when the next annual re-write of the PCP is due.**

- For example, if the date on the current PCP is March 12, 2009, the new PCP using the new format must be in place by March 12, 2010.
- If the date on the current PCP is January 31, 2010, the annual rewrite is not due until January 31, 2011.
- Beginning February 1, 2010, the new format will be used for anyone who is newly admitted for PSR services.
- The PCP must include all services that the person receives in addition to PSR, such as outpatient treatment, medication management, etc.
- Remember, only a qualified professional (or licensed professional) may complete the PCP.

**Update/Revisions to the PCP**

Updates and revisions to the PCP are made per the current requirements, and must occur when:

- The person’s needs have changed; or
- A provider has changed or been added; or
- Based on assigned target dates for review of the PCP goals; or
- Submission of a PCP revision is required for reauthorization requests.

A new Update/Revision Page and Update/Revision Signature Page are posted along with the new PCP. The changes to both these pages coincide to the revised Action Plan page and Signature Page found in the new PCP.

Unless noted otherwise, please email any questions related to this Implementation Update to [ContactDMH@dhhs.nc.gov](mailto:ContactDMH@dhhs.nc.gov).

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